
Supervisor features

This section lists both basic and advanced supervisor features in alphabetical order. Each feature name is followed by *Basic* if the feature is part of ACD basic features (ACD-A, package 45) or *Advanced* if it is part of ACD advanced features (ACD-B, package 41). For a complete list of the features in each package, refer to [“Document overview” on page 1](#).

The keys on the supervisor’s telephone are set up to provide visual indications of agent and queue status.

Agent key (Advanced)

The Agent keys are used in conjunction with the Observe Agent and Call Agent keys to select the specific agent to be observed or called. The selection of the individual agent can be made anytime the Observe Agent lamp or Call Agent lamp is lit. Otherwise, any operation of the Agent key is ignored.

Agent lamps (Basic)

Up to 40 SL-1 telephone key/lamp pairs can be assigned to agent functions. The M2216 set with 2 add-on modules supports up to 58 keys. The key associated with each lamp is not used unless equipped with ACD advanced features. The lamps show the state of individual agents in the supervisor’s group. These are updated whenever the status of the agent changes, independent of the supervisor’s mode of operation (Agent/Supervisor/Make Set Busy). An agent can be assigned to only one supervisor at a time.

The lamps can be in the following states:

- **Dark** The agent position is not occupied.
- **Steadily lit** The agent is busy on an ACD call or is in the Not Ready mode.
- **Slow flash** (60 ipm) The agent is waiting for an ACD call.
- **Fast flash** (120 ipm) The agent is busy on a non-ACD call.

Agent lamp (Advanced)

With the ACD basic features, a steadily lit lamp associated with an Agent key means the agent either is handling an ACD call or is in the post-call processing mode (Not Ready lamp lit). The ACD advanced features provide an option for a Separate Post-Call Processing (SPCP) indication on the Agent lamp. The SPCP option is enabled/disabled through the ACD LD 23. When the SPCP option is enabled, the Agent lamp can assume any one of the following states:

- **Dark** The agent position is not occupied.
- **Steadily lit** The agent is handling an ACD call.
- **Flash** The agent is waiting for an ACD call (60 ipm).
- **Fast flash** The agent is busy with post-call work (Not Ready lamp lit) or is engaged in a non-ACD call (120 ipm).

Agent Observe (Advanced)

To observe the quality of service being offered to callers, the supervisor can monitor calls terminating on any key of any ACD agent. During Agent Observe, the supervisor is able to hear both the calling party and the agent, but cannot participate in the conversation. The supervisor can enter the conversation by pressing the Call Agent (RAG) key while in the Observe mode. This creates a conference situation, where the supervisor can participate in the conversation with the agent and the calling party.

If the supervisor presses another Agent key, the supervisor's speech path is disconnected and the Observe mode is restored. If the supervisor presses any key other than the RAG key, the Observe function ends.

A supervisor can observe any agent in the ACD operation by pressing the Observe Agent (OBV) key then dialing the Position ID or the AGT key assigned to a particular agent.

A supervisor with Allow Observation of Supervisor Class of Service can observe another supervisor in the ACD operation by pressing the Observe Agent (OBV) key and dialing the Position ID of the supervisor observed.

Agent Observe monitors an ACD agent position until the feature is deactivated. The supervisor does not have to reactivate the feature for each incoming call. If the feature is left on, each call presented to that agent is observed by the supervisor.

If a call is presented to a supervisor but not answered, and the supervisor presses the OBV key, the call is presented to another agent if available. Otherwise, the call is placed at the head of the ACD queue. If an EAR call is presented to an agent and the supervisor presses the Observe key, the call is presented to the agent without being affected by the observe function.

Agent Observe in Handsfree Mode

If a supervisor is in handsfree mode and receives a call while actively observing an agent's call, the supervisor's set will buzz when the IDN call is presented. However, if the supervisor is in continuous observe mode, but is not actively listening to an agent's call because the agent is not active on a call, then the set will ring when the supervisor receives an IDN call.

However, when the supervisor is observing via the handset or headset, then the set is still considered offhook even though the agent is not active on a call. If a set is offhook, the set will be buzzed if the supervisor receives a call.

Observe Agent key

When the supervisor presses the Observe Agent (OBV) key and an appropriate Agent key, a periodic warning tone is supplied. This warning tone lasts 256 ms and is repeated every 16 seconds. With X11 Release 14 and later, you can specify in your system that the tone be heard by the agent (OBTN = AGT), the caller and agent (OBTN = ALL), or neither (OBTN = NO).

If the Observe Warning Tone is specified in LD 23 (OBTN prompt), the ACD agent being observed hears an intermittent tone.

Silent Observe

As in the Observe Agent basic package, there is no indication that an agent is being observed except on the supervisor's telephone. This is the default setting for the system (OBTN = NO).

Observe Warning tone

This option provides an intermittent tone to the agent's telephone when the agent is being observed. No other parties in the call receive the tone. To select this option, specify OBTN = AGT in LD 23.

Audible tone

Specify OBTN = ALL in LD 23 for all parties in the call to receive the intermittent tone warning that the call is being observed.

Pressing one Agent key after another results in observation of each agent. The agent being observed is identified by POS ID on the supervisor's display. If any monitored agent needs the supervisor's help, the supervisor presses the Call Agent key and is connected into the call. During Agent Observe, any operation of the Hold key on the supervisor's telephone is not enabled. The supervisor can press any other key to terminate the observe.

The supervisor cannot observe an agent while the agent is establishing a conference call. Therefore, if the observed agent is establishing, or begins establishing, a conference at the time of observation, the observation is discontinued until the conference setup is complete. If the agent activates Call Transfer, any supervisor observation is suspended.

Note: The observe feature will be cancelled when a 500/2500 type ACD agent performs a flashhook switch for transfer, conference, or not ready. In this case, the observe function deactivates and the lamp corresponding to the OBV key on the supervisor set darkens to indicate cancellation of the Observe agent feature.

If there is no conference loop available when the supervisor activates the OBV key, the associated lamp flashes to show that observation is not possible at this time. When a conference loop is available, the lamp is steadily lit and the supervisor can observe an agent.

Intercept treatments

The following intercept treatments occur when a supervisor activates Observe Agent or Call Agent:

- **Busy tone** if the telephone is currently being observed by another supervisor
- **Overflow tone** for non-ACD telephones and invalid POS IDs
- **Overflow tone** if the supervisor does not have Allow Observation of Supervisor CLS when trying to observe another ACD supervisor

Feature interactions

Hold

The audible tones for Agent Observe are not presented when an agent presses the Hold key. The tones are returned when the call on hold is restored.

Call Agent

Using the Call Agent (RAG) key, the supervisor's voice path is enabled and a normal conference exists between the supervisor, the agent, and the calling party.

The observed agent does not need to receive a supervisor's signal with the Answer Supervisor (ASP) key. The supervisor is automatically connected into the call and the Observe Tone continues to all call parties. When the supervisor uses the AGT key again, the conference stops and the Observe state is restored.

Conference Calling

An ACD agent must have at least as many conference time slots as possible parties available on each call. If an agent activates a Conference Call while being observed, the tone is suspended while the conference is being set up and returns to all involved parties when the call is active again. Internal callers to an agent being observed cannot activate a Conference Call; only an external caller or the agent can initiate a conference.

Call Transfer

Observe Tone is suspended while a call is being transferred and is restored only if the transfer is not completed (the call remains with the observed agent), or if the transfer telephone is also being observed and has Observe Tone allowed.

Make Set Busy

An agent cannot log out while active on a call. Observe tone is continuous until the call is complete and the agent logs off.

Emergency (EMR) key

With Audible Tone enabled it is not necessary for the agent to use the EMR key because the agent already knows when the supervisor is listening. However, if the agent does use the EMR key, the supervisor has an active speech path after pressing the Answer Emergency key. Agent Observe is suspended when the supervisor uses the AMG key to accept the agent's EMR signal.

Attendant Barge-In/Busy Verify

The Barge-In/Busy Verify warning tone is given to all call parties along with the Observe Tone. The Barge-In/Busy Verify tone repeats every 6 seconds, while the Observe Tone repeats every 16 seconds.

End-to-End Signaling

With X11 Release 17 and earlier, neither the agent nor the caller can use EES while the agent is in Silent Observe. With X11 Release 19 and later, EES is supported for the agent or caller while Silent Observe is operating. Also in X11 Release 19 and later, EES sends a special feed back tone to the call originator and a dual tone multifrequency (DTMF) tone to the terminating party. The feedback tone is synchronized with key depression by the call originator.

Note: The improved EES feature only affects End-to-End Signaling between two telephones. There is no change in the End-to-End Signaling for telephones on a conference call.

Operating parameters

Data calls or calls to data telephones are not subject to Agent Observe.

Supervisors can only observe an established active call on an ACD telephone with an In-Calls key defined. An ACD telephone *cannot* be observed during the following call states:

- idle
- telephone is already being observed, or the supervisor to be observed is in the observe mode
- call is connected to a Release Link Trunk
- call involves an attendant
- private line calls
- conferencing calls
- transferring calls

Note: The observation connection is retried every 256 ms. When the call state changes so that observation is allowed, an observation conference is established.

With the Silent Observe feature of ACD, End-to-End Signaling generated by an agent or customer cannot be heard by the supervisor. The supervisor hears a click resulting from the path being idled between the agent and the far end as End-to-End Signaling digits are pressed.

Supervisors must have Allow Observation of Supervisor CLS to observe other supervisors.

The ability to dial access a Position ID may eliminate the need for key/lamps on a supervisor's telephone. Eliminating the key/lamps affects other features as follows:

- Agent status information from the agent lamp is no longer available.
- The Display Agents key does not function.

To eliminate the agent key/lamp functions and maintain agent-to-supervisor assignments, the agent's telephone can be associated with a Supervisor Position Identification (SPID). Agent key functions, like call supervisor or emergency, continue to operate normally.

Display Agents key (Basic)

A Display Agents key provides a summary of the status of all agents with AGT keys assigned to the supervisor. It gives a count of the number of agents in each of the four states at the moment the key is pressed. The following display is updated every time the Display Agents key is pressed.

aa—bb—cc—dd

Legend:

aa = the number of agents busy on ACD calls or in the Not Ready mode

bb = the number of agents waiting for ACD calls

cc = the number of agents busy on non-ACD calls

dd = the number of agent positions not occupied

If the associated Agent keys have not been configured or the agent position has not been configured, the display shows 00 in each of the fields in the display.

Display Waiting Calls (DWC) key

A Display Waiting Calls key can be assigned to a supervisor position for each ACD DN. The Display Waiting Calls key on the supervisor's telephone shows a measure of calls waiting that includes all calls that are in queue but have not been presented to an agent (that is, ringing on the agent's telephone).

The information on the Display Waiting Calls key is updated every time the key is pressed.

When the key is pressed, the Calls Waiting status for the ACD DN is displayed as follows:

aaa—bbb—ccc —dddd

Legend:

aaa = the number of calls currently waiting in the queue

bbb = the number of agent positions occupied for the ACD DN

ccc = the waiting time in seconds of the oldest call in the queue

dddd = This field is always zero (0) with Basic ACD and does not apply.

The lamp associated with the Display Waiting Calls key provides summary information on the Calls Waiting status for the ACD DN. When steadily lit, it means there is more than one call waiting in the queue. A Display Waiting Calls key for a particular ACD DN can be assigned to a maximum of eight supervisor positions regardless of the number of supervisors.

Display Waiting Calls (DWC) key (Advanced)

A Display Waiting Calls key can be assigned to a supervisor position for each ACD DN. The Display Waiting Calls key on the supervisor's telephone shows a measure of calls waiting that includes all calls that are in queue but have not been presented to an agent. Each ACD DN can be programmed on a DWC key on up to eight supervisor's telephones.

The Calls Waiting indicator relies on thresholds associated with Automatic Overflow. The Busy Threshold (BYTH) and Overflow Threshold (OVTH) govern Automatic Overflow and provide flashing and fast flashing lamps.

In X11 Release 15, two prompts allow the lamp states to operate independently of the Automatic Overflow parameters. Call Waiting Lamp Flash (CWLFL) and Call Waiting Lamp Fast Flash (CWLFW) can be configured to flash and fast flash the lamps even though the Automatic Overflow parameters have not been met or exceeded.

Depending on the threshold values set for each ACD DN, the following states are displayed. The information on the Display Waiting Calls key is updated every time the key is pressed.

- **Dark or blank** The queue is empty, or the number of calls in the queue is less than the Calls Waiting Threshold (CWTH).
- **Steadily lit** The CWTH has been met. The number of calls in the queue is less than the Call Waiting Lamp Flash (CWLFL) threshold.
- **Flash** The CWLFL threshold has been met. The number of calls in the queue is less than the Call Waiting Lamp Fast Flash (CWLFW).
- **Fast flash** The OVTH has been met or exceeded.

When the key is pressed, the Calls Waiting status for the ACD DN is displayed as follows:

aaa—bbb—ccc—dddd

Legend:

- aaa = calls waiting in queue
- bbb = agent positions occupied
- ccc = waiting time for the oldest call in the queue
- dddd = sum of all calls in other source TOF queues, call request queue from another network location targeting this ACD DN, and CCR calls

Interflow key (Advanced)

The Interflow (ENI) key allows the supervisor, during excess traffic periods, to redirect incoming ACD calls to another predesignated DN, either on the same switch or through the external switching network to another telephone. Each Interflow key is associated with two DNs:

- An ACD DN (source queue).
- An Interflow DN (IFDN). The IFDN can consist of up to 23 digits, including any required access code or asterisk (*) to indicate dialing pause. With X11 Release 22, the IFDN can consist of up to 31 digits.

Only one Interflow key can be assigned to each ACD DN. The Interflow key must be accompanied by a DWC key for that ACD DN.

Interflow supplements Automatic Overflow. When a source queue meets or exceeds the threshold set for Automatic Overflow, the system checks all target queues (OVDNs). If the target queues meet or exceed the BYTH, or are in Night treatment, the incoming calls do not overflow.

When this overload condition exists, the supervisor is alerted by the DWC key fast flashing. The supervisor presses the Interflow key, and incoming calls meeting or exceeding the OVTH are interflowed to the IFDN.

The ENI key lamp flashes when the supervisor presses the key. It continues flashing until the key is pressed again and the feature is turned off. The flashing does not mean that calls are interflowing, simply that the feature is activated.

The Overflow status must be determined by the supervisor since calls should interflow to a destination that is not overloaded. The status of the target DN cannot be determined automatically. After activating Interflow, the supervisor should monitor the status of the call queues to decide when to disable Interflow by pressing the ENI key again.

If the Interflow destination is outside the Meridian 1 system, sufficient outgoing trunks should be available to handle the expected volume of outgoing traffic when the Interflow key is activated. Refer to [“Enhanced Interflow” on page 89](#) for a description of automatic interflow from source queues.

Malicious Call Trace key

The Malicious Call Trace (TRC) key is supported on supervisor sets beginning with X11 Release 19.

Not Ready key (Advanced)

Pressing one of the following supervisor feature keys turns on the Not Ready key LED. Beginning with X11 Release 19, M2216ACD, M2008, and M2616 telephones with displays also show the message “NOT READY.”

- Observe Agent
- Call Agent
- Answer Agent
- Answer Emergency

When any of these feature keys are activated, the supervisor does not receive ACD calls on the In-Calls key.

To receive ACD calls, the supervisor presses the Not Ready key again (the Not Ready lamp goes dark) and is placed in the agent queue in the normal manner.

If a call is sent to an agent and the agent activates the Not Ready key, the EAR call is then placed at the head of its priority grouping call queue (of the agent group to which the call was connected). This ensures that the call is connected to the next available agent.

Supervisor and agent communication (Advanced)

The supervisor calls an agent by pressing the Call Agent (RAG) key. The Call Agent lamp lights steadily, and the supervisor presses the appropriate Agent key, or dials the agent’s Position ID, to complete the call. The display shows the called agent’s ACD POS ID. To call another agent, the supervisor presses another Agent key. The call to the previous agent is terminated, and the second call is placed. The dial method requires that the supervisor press the Agent key before any Position ID is dialed.

The Call Agent and Answer Agent functions are separate keys on the supervisor terminal. The supervisor can call an agent without having to answer all the agents attempting to talk to the supervisor. A supervisor can call only one agent at a time.

When the supervisor calls an agent, the agent's supervisor lamp flashes and the agent hears tone ringing. If the agent is busy or off-hook, the agent hears a three-second buzz from the receiver. The agent answers the call by pressing the Supervisor key. If the agent is engaged in a call, the call must first be put on hold by pressing the Hold key before the Supervisor key is pressed.

The supervisor answers the agent call by pressing the Agent Answer (AAG) key. The Position ID is displayed on the supervisor's telephone. A supervisor can answer only one agent at a time. All subsequent callers hear a busy tone.

The supervisor can conference with the agent and the calling party in two ways:

- The agent can initiate a conference.
- The supervisor can force a conference as described in Observe Agent.

Supervisor Control of Night Service (NSVC) (Advanced)

This feature allows the supervisor to force the system into Night Mode, instead of waiting for all the agents to log out. However, it is recommended that each agent log out with the MSB key even when the supervisor initiates Night Service (NSVC). If the agents do not log out, and the supervisor deactivates Night Mode, the agents are placed in the available agents queue.

This feature allows three different configurations: transition mode, night mode, and day mode.

Transition mode

Transition mode allows ACD agents to answer calls in the queue, while new incoming calls receive Night Service (NSVC) treatment. To select this mode, press the NSVC key and the letter T (number 8) on your dial pad.

Night mode

Night mode gives all existing calls in the queue NSVC treatment, as well as presenting NSVC treatment to new incoming calls. To select this mode, press the NSVC key and the letter N (number 6) on your dial pad.

Day mode

Day mode returns the queue to normal operation. To select this mode, press the NSVC key and the letter D (number 3) on your dial pad.

When the NSVC key is used, it must be deactivated to get out of Night Service. If the ACD agent positions are not logged in when the NSVC key is deactivated, the system remains in Night Service until an agent logs in. When not using the NSVC key, the system still goes into Night Mode when all agents log out.

Only one NSVC key can be defined per ACD DN. The status of the NSVC key is not indicated on agent positions. The NSVC key is assigned to a key/lamp on the supervisor's telephone. The NSVC key/lamp displays the following conditions:

- **Dark** The NSVC key is deactivated. This does *not* mean the ACD DN is out of Night Service. An agent must be logged in for the system to leave Night Service.
- **Fast flash** The system is in Transition Mode. Night Service is activated for new calls coming into the queue, but calls in the queue are handled normally. Once the queue is empty, the mode automatically changes to Night Service or Steadily Lit.
- **Steadily lit** Night Service is in effect. All new calls coming into the queue, and all calls remaining in the queue, now receive the Night Service treatment specified for that ACD DN.

To change the status of the NSVC key, the Supervisor can press the NSVC key and dial a special letter command, as shown in Table 2. When the letter is dialed, the light state changes as the system starts NSVC treatment. The system ignores incorrect commands.

Table 2
NSVC treatment commands

Press NSVC key and dial letter (#)	Light state before	Light state after	Mode entered
T (8)	dark	flashing	Transition
N (6)	dark or flashing	lit	Night
D (3)	lit	dark	Day

Feature interactions

Call Overflow

When the system is in the Night Mode, no new incoming calls are allowed to Automatic or Time Overflow.

Call Park Recall

If an ACD call has already Recalled back when the supervisor activates Transition Mode, the call is connected to the next available agent. If the call has already been recalled back when the supervisor activates the Night Mode, the call receives NSVC treatment. If an ACD call recalls back to an ACD DN in Night Mode, it receives the NSVC treatment defined for that ACD DN.

Call Transfer

If a call is transferred to an ACD DN that is in the Transition or Night mode, the call is given NSVC treatment. If a call is transferred to an ACD DN and is ringing that ACD DN on an agent telephone when the supervisor puts the system into Night mode, the transferred call continues to ring on the agent's telephone until it is answered or abandoned. If the call is in queue waiting for an agent when the supervisor puts the system into Night mode, the call receives Night treatment.

Calls Waiting Indication (AWC)

When the supervisor activates the Transition mode, the AWC lamp indicates only those calls still waiting in the queue. It does not reflect incoming calls that receive NSVC treatment. In the Night mode, the AWC lamp is dark and all incoming calls receive NSVC treatment.

Display Waiting (DWC)

When the supervisor activates the Transition Mode, the Display Waiting (DWC) lamp indicates only statistics for calls waiting in the queue. The Display Waiting Calls key on the supervisor's telephone shows a measure of calls waiting, including all calls that are in the queue but not yet presented to an agent.

Interflow

When the NSVC key is activated, incoming calls receive Night Service treatment and are not allowed to Interflow.

Time Overflow

Calls remaining in the source high-priority and non-priority queues, when NSVC is in the Transition mode, can still Time Overflow. However, when in the Night mode, calls remaining in the source queues *cannot* Time Overflow to target ACD DN.

Calls in the source Time Overflow (TOF) queue can be answered by agents of the target ACD DN. Target ACD DN cannot answer other source TOF calls when in the Transition mode. If a call is in the target queue because it overflowed by count, it cannot recall to its source queue if the source queue is in the Night mode. Once a call has overflowed, it is not possible to Overflow again. The call is not overflowed to the target unless the target can handle it. If it cannot Overflow, the call never leaves the source queue.

Operating parameters

Night Service cannot be changed through attendant administration.

Only one Night Service key can be defined per ACD DN.

If the supervisor's NSVC key becomes disabled, the feature is disabled in LD 11, or the key is removed while Night Service is active, another NSVC key must be defined on another supervisor's telephone to take the ACD DN out of Night Service.

Night Service does not require that all agents log out at the end of the day and log in again the next day. However, it is recommended that each agent log out with the MSB key even when the supervisor initiates Night Service (NSVC). If the agents do not log out, and the supervisor deactivates Night Mode, the agents are placed in the available agents queue. The supervisor should verify that all agents have logged out when activating the NSVC key.